

JUVENILE PROBATION OFFICER BASIC COURSE

Customized Case Design



PARTICIPANT GUIDE

Juvenile Justice Training Academy

Texas Juvenile Justice Department

11209 Metric Blvd | Building H

Austin, Texas 78758

P 512.490.7913

W www.tjjd.texas.gov

E juvenilejusticetrainingacademy@tjjd.texas.gov



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Customized Case Design

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Developed by Juvenile Justice Training Academy
Texas Juvenile Justice Department
11209 Metric Blvd | Building H
Austin, Texas 78758
Phone: 512-490-7600 | Fax: 512-490-7601

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INTRODUCTION

This course will consider fundamental concepts necessary for customized case design. Case management principles, including effective documentation and setting goals will be examined. Participants will create a case plan based on Texas Administrative Code standards.

CUSTOMIZED CASE PLAN BENEFITS

<u>JUVENILE</u>	<u>FAMILY</u>	<u>JUVENILE PROBATION OFFICER</u>
<ul style="list-style-type: none"> ▪ Identifies strengths ▪ Alternatives to delinquent behavior ▪ Sets clear expectations 	<ul style="list-style-type: none"> ▪ Problem solving skills ▪ Sets clear expectations ▪ Stronger family relationships 	<ul style="list-style-type: none"> ▪ Identifies needs of juvenile ▪ Creates manageability ▪ Responsibility on family

PERFORMANCE OBJECTIVES

1. Examine evidence-based principles regarding successful juvenile intervention.
2. Identify key components supporting effective case management.
3. Given a case study, develop a case plan based on TAC Chapter 341 Subchapter E standards.

SECTION I: FOUNDATION PRINCIPLES

- | | |
|------------------------|------------------------------------|
| ▪ Assess needs | ▪ Increased positive reinforcement |
| ▪ Intrinsic motivation | ▪ Community support |
| ▪ Target interventions | ▪ Measure relevant processes |
| ▪ Trained staff | ▪ Provide feedback |

NOTES

SECTION II: TEXAS ADMINISTRATIVE CODE CHAPTER 341 SUBCHAPTER E STANDARDS

- Risk and Needs Assessment
- Case Management Policies and Procedures
- Case Plan completed within **30** days of disposition
- Criminogenic needs to be addressed
- Goals discussed and documented every calendar month

CRIMINOGENIC NEEDS

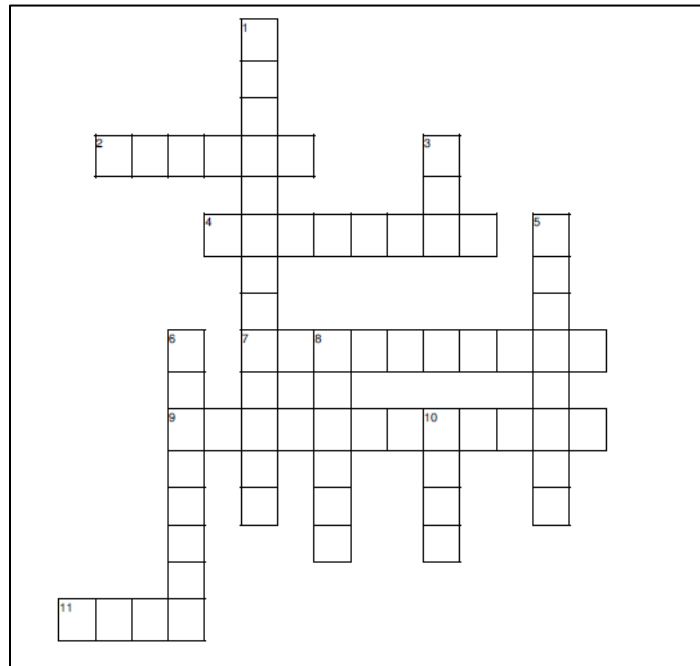
Risk factors, which if addressed and changed, reduce a juveniles risk to reoffend.

ACTIVITY: CASE PLAN CROSSWORD

Instructions: Let's test your knowledge of the TAC standards regarding case plans. Using the definitions listed below, fill in the puzzle with the correct answer.

DOWN

1. Important when a parent/guardian cannot be located or is unwilling to participate in the development of the case plan
3. Exempt from case plan rules
5. Case plan tailored around this person's needs
6. If juvenile in residential placement, this and the phone number should be documented on case plan
8. Number of days after initial disposition in which a case plan should be completed
10. Addresses criminogenic needs on the case plan



ACROSS

2. Describing the progression of a goal
4. Juvenile and family will use these, preferably evidence-based
7. How a party will achieve a goal
9. Need, which if addressed will reduce the risk to reoffend
11. Provided to all parties involved in the development of case plan

SECTION III: CUSTOMIZED CASE PLANS

- Creates foundation
- Identifies present needs
- Follow-up emphasis
- Progress
- Promotes continuity of care

Specific

- What should be done
- Clear language

Measurable

- How it will be done
- Step by step outline

Attainable

- Reachable goal
- Based on needs | means

Relevant

- Criminogenic needs
- Benefits of goal

Time

- Structure
- Accountability

S.M.A.R.T. GOALS

S | PECIFIC

M | EASURABLE

A | TTAINABLE

R | ELEVANT

T | IME

ACTIVITY: CREATING S.M.A.R.T. GOALS

Instructions: Working in small groups, pick pre-written goals and decide if they meet the S.M.A.R.T. criteria. Explain why or why not.

| Personal S.M.A.R.T. Goal |

| Madison S.M.A.R.T. Goal |

Additional Case Plan Elements

- | | |
|----------------------|-------------------------------|
| ▪ Areas of Need | ▪ Projected Completion Date |
| ▪ Action Steps | ▪ Status |
| ▪ Person responsible | ▪ Progress |

NOTES

SECTION IV: DOCUMENTATION

<u>PROGRESS NOTES</u>	<u>PRE-DISPOSITION REPORTS</u>	<u>CHRONOLOGICALS</u>
<ul style="list-style-type: none"> ▪ Timely achievements reinforced ▪ Positive feedback ▪ Highlights improvement areas 	<ul style="list-style-type: none"> ▪ Pertinent information to court ▪ Supports recommendation and disposition ▪ Identifies needs and risks 	<ul style="list-style-type: none"> ▪ Detailed notes after each interaction ▪ Who, what, when, where, why ▪ Liability protection

Effective Writing Tips

- Be aware of reader
- Specific | Concise
- Be aware of purpose
- Appropriate tone
- Variety
- Avoid big words
- Avoid slang/acronyms
- ALWAYS Proofread

ACTIVITY: WORD PLAY

Instructions: Referencing the smart goal you created for Madison, imagine you have just conducted an office visit with her and the family. Write a chronological entry and progress note regarding the visit, keeping in mind the questions you would ask them about progress toward the goals.

[illegible]

SECTION V: WHAT'S NEXT?

Preparing for Initial Meeting

- Review the file
 - Gather important facts
 - Read police report
 - If applicable, review JCMS or other case management system
- Read the pre-disposition report
 - Vital information
 - Outlines needs
- Clear your mind
 - Reduce family anxiety
 - Strength-based approach
- Family Engagement
 - Critical for success
 - Experts regarding juvenile
- Interpersonal communication | Motivational Interviewing
 - Detailed notes
 - Pay attention
- Administer assessment
 - Identifies criminogenic needs
 - Protective factors
- Complete the case plan
 - Areas of need assigned
 - Preferably 2-3 goals
- Meeting wrap-up
 - Copies
 - Follow up appointment

NOTES

SUMMARY

- Customized **case design** is vital when working with juveniles and their families.
- Case plans which are **customized** provide a necessary framework promoting change.
- Detailed **documentation** will help with managing caseloads.

APPENDIX

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37 TAC CHAPTER 341

SUBCHAPTER E | CASE MANAGEMENT

§341.502 Risk and Needs Assessment Effective Date: 1/1/17

- (a) A juvenile probation department must complete a risk and needs assessment for a juvenile: (1) before each disposition in a juvenile's case; and
(2) at least once every six months.
- (b) The risk and needs assessment instrument must be: (1) validated; and
(2) approved or provided by TJJD.
- (c) The risk and needs assessment instrument must be administered by an individual trained to administer the instrument.

§341.504 Case Management Policies and Procedures Effective Date: 1/1/17

Each department's case management policies and procedures must:

- (1) establish that individualized case management practices are based on a consideration of the following factors, at a minimum:
 - (A) results of the department's risk and needs assessment instrument;
 - (B) criminogenic needs;
 - (C) risk level to reoffend;
 - (D) responsivity factors; and
 - (E) involvement of the parent(s), guardian, or custodian; and
- (2) require a minimum of one face-to-face contact per month with each juvenile under supervision unless otherwise noted in the case plan.

§341.506 Case Plans Effective Date: 1/1/17

- (a) A case plan must be developed for each juvenile assigned to progressive sanctions level three, four, or five, as defined in Texas Family Code Chapter 59, and for each juvenile given determinate sentence probation under Texas Family Code §54.04(q).
- (b) The case plan must be completed within 30 calendar days after the date of initial disposition. The case plan must be:
 - (1) developed by a juvenile probation officer in coordination with the juvenile and the juvenile's parent, guardian, or custodian;
 - (2) signed by a juvenile probation officer, the juvenile, and the juvenile's parent, guardian, or custodian; and
 - (3) retained, with copies provided to:
 - (A) the juvenile;
 - (B) the juvenile's parent, guardian, or custodian; and
 - (C) upon placement of a juvenile in a residential placement, staff at the residential placement.
- (c) The case plan must address:
 - (1) relevant criminogenic need(s), as determined by the department; and
 - (2) the following information for each criminogenic need addressed in the case plan:

- (A) goal(s); and
 - (B) for each goal:
 - (i) action step(s);
 - (ii) person(s) responsible for completing the action step(s);
 - (iii) time frame for completing the action step(s); and
 - (iv) status of the goal;
 - (3) identification of relevant community services for the juvenile and the juvenile's parent(s), guardian, or custodian to access while the juvenile is under supervision and after supervision ends;
 - (4) facility name and phone number, if the juvenile is in a residential placement; and level of supervision.
- (d) Except as noted in subsection (f) of this section, the juvenile probation officer must complete and document the following actions each calendar month after the case plan has been developed:
 - (1) discuss progress toward meeting case plan goals with:
 - (A) the juvenile;
 - (B) the juvenile's parent(s), guardian, or custodian ; and
 - (C) the residential provider where the juvenile is placed, if applicable; and
 - (2) update the status and progress toward meeting case plan goals and action steps.
- (e) If the parent, guardian, or custodian cannot be located or is unable or unwilling to participate in developing or updating the case plan as required in subsection (b) or (d) of this section, documentation of the reason the parent, guardian, or custodian did not participate must be maintained.
- (f) The requirements in subsection (d) of this section do not apply after a request for an inter-county transfer has been submitted and before the sending and receiving counties have agreed on the official start date, as described in Texas Family Code §51.072 (f-1).
- (g) Within 30 calendar days after the official start date for an inter-county transfer, the receiving county must:
 - (1) assume responsibility for the monthly updates described in subsection (d) of this section; or
 - (2) complete a new case plan in accordance with subsections (b) and (c) of this section.
- (h) Section 341.506 of this title does not apply to:
 - (1) juveniles on field supervision in departments that currently participate in Title IV-E reasonable candidacy;
 - (2) juveniles who have been certified or are pending certification as Title IV-E eligible; or
 - (3) juveniles who are receiving services under the Special Needs Diversionary Program administered by TJJD.
- (i) A case plan is required in accordance with subsections (b) and (c) of this section within 30 calendar days after any of the following events:
 - (1) a juvenile is discharged from the Title IV-E foster care reimbursement program or is determined to be ineligible for the Title IV-E program;
 - (2) a juvenile is discharged from the Special Needs Diversionary Program; or
 - (3) a department ceases to participate in claiming Title IV-E reasonable candidate costs.